

KNOW YOUR UTILITY CONSUMER RIGHTS



The Consumer Bill of Rights provides safeguards for consumers of natural gas, electricity, and telecommunications services in the competitive utility markets in the District of Columbia. The CBOR defines the relationship and responsibilities of both utility service providers and consumers.

**Following are highlights of several important
CBOR sections (§):**

STARTING UTILITY SERVICE:

Utility representatives must produce
Identification to consumers. §313.1

■
Social security numbers are not required
to initiate service. §308.1

■
Utilities cannot require first-time customers
to pay a security deposit. §307.7

■
When a deposit is required, it must be
no more than \$100. §307.7

BILLING:

Customers must receive a bill at least once
during each billing cycle. §304.1

■
Utility payments are due 20 days after the
date the bill is rendered. §305.1



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SERVICE INTERRUPTION:

A utility may, but is not required to postpone disconnection for up to 21 days if a consumer faces certain health problems. §311.1



Disconnection of service cannot occur 24 hours after any day the National Weather Service forecasts the temperature will be 32 degrees or below. §310.3



A utility must make at least two attempts to contact a consumer prior to attempting to disconnect service. §312.1



SERVICE RESTORATION:

A utility must reconnect service within 24 hours once the reason for the disconnection has been resolved. §315.1



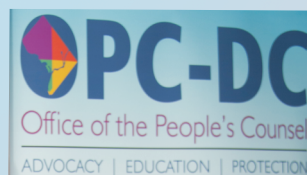
Consumers have a right to dispute issues at a hearing before the Public Service Commission and OPC can provide legal assistance.



The Office of the People's Counsel is your utility lawyer and advocates for District consumers of electric, natural gas and landline telephone services.

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OPC Can Help You With:

- Disconnections
- Service Complaints
- Third Party Suppliers
- Utility Bill Disputes
- Payment Arrangements